## **BSBWOR502 ASS7 - Liase with stakeholders**

**Scenario 1**

My response to the given questions as an employee in Sales office of Pub Sub Ops are as follows

a) Who in the organisation will you communicate this to?

Answer: I would let the security staff or the person in charge of access control know about this.

b) What will you communicate?

Answer: I would communicate that someone outside is claiming to have been denied access and that I am unclear of who they are.

c) What do you need to be careful of when communicating?

Answer: I must exercise caution not to share any private information and to confirm the person's identification before allowing them access.

d) What would be your primary way of communicating this?

Answer: The intercom or phone system in the office would be the main means of communication for me.

e) How would you know the primary method of communication hasn't worked? What would you do next?

Answer: I would attempt different communication techniques, such email or texting, if the main route hasn't was successful. I would raise the situation to my supervisor or HR if I was still unable to contact the security staff or manager.

f) Describe processes you would develop and use to ensure that this type of communication remains continuous and open?

Answer: I should make sure I am familiar with the organization's access control rules and procedures and that I have received training on how to handle circumstances like these. I should also record the incident and any conversations that occurred for future use.

g) If you were on the receiving end of this communication, what corrective action would you take?

Answer: The appropriate course of action, if I were the one who received of this communication, would be to confirm the individual's identity before providing them entrance to the office. I will accomplish this by requesting identification or consulting the security division. Making sure that only individuals with permission can access the office is crucial. In addition, I would look into the reason the keycard was rejected and take the necessary action to fix it, such reactivating the keycard or issuing a new one if required.

**Scenario 2**

My response to the given questions as a sales manager of Pub Sub Ops are as follows

a) Who in the organisation will you communicate this to?

Answer: I would inform the HR division and the manager or supervisor of the sales team member who was mistreated.

b) What will you communicate?

Answer: I will explain the situation in entirety, including how it happened, who said it, and how it affected the sales team member.

c) What do you need to be careful of when communicating?

Answer: While taking necessary action against the client who mistreated the sales team member, I must take care to protect confidentiality and respect of that sales team member.

d) What would be your primary way of communicating this?

Answer: I would like to communicate this in person or via a private and secure channel, such as phone or email.

e) How would you know the primary method of communication hasn't worked? What would you do next?

Answer: If the main method of communication hasn't worked, I'd check in with the sales team member and the HR department to make sure the proper steps have been taken.

f) Describe processes you would develop and use to ensure that this type of communication remains continuous and open?

Answer: I would set clear policies and processes for handling abusive clients, including reporting methods, training for staff on how to deal with abusive clients, and routine monitoring of customer service contacts, to ensure that this type of dialogue continues open and constant.

g) If you were on the receiving end of this communication, what corrective action would you take?

Answer: If I were a member of the sales team and was the recipient of this communication, I would report the incident to my manager or supervisor and include as much information as possible, such as the time it happened, what was said, and how it made me feel. In order to assist me deal with the incident's emotional effects, I would want the company to take appropriate action against the abusive client and to offer resources and support.

**Scenario 3**

My response to the given questions as Hr at Pub Sub Ops are as follows

a) Who in the organisation will you communicate this to?

Answer: I would inform the affected employees, their managers, and any other HR team members who could be involved in the process of this decision as HR.

b) What will you communicate?

Answer: I will inform them of the board's decision to fire 14 members of the sales team owing to subpar performance. I would also include specifics regarding the layoff procedure, such as the date it will occur, the perks and severance packages that are offered, and the support services that will be provided to those who are impacted.

c) What do you need to be careful of when communicating?

Answer: I must be careful while informing the affected employees of my decision so that I am sympathetic to their feelings and that I am abiding by all ethical and legal requirements for layoffs.

d) What would be your primary way of communicating this?

Answer: In person meetings with the impacted employees and their managers would be my main method of informing them of this choice. To let everyone know about the choice, I might also send a company email or note.

e) How would you know the primary method of communication hasn't worked? What would you do next?

Answer: I would attempt different methods of communication, such as phone calls, video conferencing, or mailing letters, if the primary method hasn't succeeded. Additionally, I would advise workers to get in touch with me or other HR team members if they have any queries or issues.

f) Describe processes you would develop and use to ensure that this type of communication remains continuous and open?

Answer: I would create a routine communication strategy with the impacted employees and their managers to make sure that this kind of communication is continuous and open. Regular check-ins, town hall meetings, and other platforms for discussion and feedback should be included in this. The affected employees would also receive resources and support from me, including as access to mental health services, job placement assistance, and career counselling.

g) If you were on the receiving end of this communication, what corrective action would you take?

Answer: If I were on the receiving end of this email and a member of the sales team, I'd want to know how the decision was made, what factors were taken into consideration when choosing the people who would be let go, and what resources and support are offered to me. I would also like to know my possibilities for finding new employment, either within the same organisation or outside.